

Categorias	Best Award	Premiados 2024		Classificação
		Linhas	Outsourcers	
BANCA	GOLD	Millennium BCP	Randstad / Reditus	85.05%
	SILVER	Santander Superlinha	Teleperformance	81.85%
	BRONZE	Crédito Agrícola	Teleperformance	80.57%
ENERGIA	GOLD	REN Portgás	Manpower TBO	90.88%
	SILVER	Galp Gás Natural CUR	Manpower TBO	88.25%
	BRONZE	Goldenergy Customer Care		86.81%
SAÚDE	GOLD	Médis	Manpower TBO	85.90%
	SILVER	Multicare	Newspring Services	85.30%
	BRONZE	AdvanceCare		80.15%
SEGUROS E ASSISTÊNCIA	GOLD	AXA Partners		84.08%
	SILVER	Fidelidade	Newspring Services	83.56%
	BRONZE	Generali Customer Care		80.21%
TELECOMUNICAÇÕES	GOLD	NOS Fidelização Inbound Porto	Manpower TBO	86.36%
	SILVER	Altice Inbound Comercial B2B	Intelcia	85.97%
	BRONZE	MEO Não Técnico 16200	Intelcia	83.13%
OUTBOUND	GOLD	EDP Comercial	Manpower TBO	86.18%
	SILVER	Goldenergy Comercial		81.60%
	BRONZE	Endesa B2C	Manpower TBO	74.91%
OUTBOUND TELECOMUNICAÇÕES	GOLD	NOS Outbound	Manpower TBO	80.37%
	SILVER	Altice Retenção Outbound B2C	Intelcia	79.41%
	BRONZE	MEO Outbound	Intelcia	78.32%
SERVIÇOS	GOLD	Jogos Santa Casa	MEO / Synchro	85.62%
	SILVER	Worten Tech	Manpower TBO	82.17%
	BRONZE	CIGMA - Câmara Municipal do Funchal		73.84%
SERVIÇOS ON-LINE	GOLD	Continente On-line	Manpower TBO	87.84%
	SILVER	Montepio Crédito	Randstad	80.65%
	BRONZE	Vertbaudet	Concentrix	66.73%
DISTRIBUIÇÃO E COMÉRCIO	GOLD	FNAC Darty	Manpower TBO	82.83%
	SILVER	CTT	Newspring Services	79.41%
	BRONZE	Rádio Popular	Manpower TBO	77.65%
TECNOLOGIA	GOLD	Visor.ai		90.00%
	SILVER	GoContact		86.00%
	BRONZE	Talkdesk		75.00%
GESTÃO PRÓPRIA	GOLD	Goldenergy Customer Care		86.81%
	SILVER	AXA Partners		84.08%
	BRONZE	Goldenergy Outbound Comercial		81.60%
MELHOR CONTACT CENTER COM < 100 AGENTES	GOLD	REN Portgás	Manpower TBO	90.88%
	SILVER	Galp Gás Natural CUR	Manpower TBO	88.25%
	BRONZE	Continente Online	Manpower TBO	87.84%
MELHOR CONTACT CENTER COM > 100 AGENTES	GOLD	NOS Fidelização Inbound Porto	Manpower TBO	86.36%
	SILVER	Millennium BCP	Randstad / Reditus	85.05%
	BRONZE	AXA Partners		84.08%